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Secretariat

17 July 2014

Information circular*

To: Members of the staff and other authorized users of information and communications technology resources**

From: The Assistant Secretary-General and Chief Information Technology Officer

Subject: **Limitation of automatic forwarding of e-mail messages**

1. The purpose of the present circular is to inform staff members and other authorized users of information and communications technology resources about a change in the Secretariat's e-mail system.

2. Effective immediately, the system will be modified to prevent the automatic forwarding of e-mail messages to external addresses. However, automatic forwarding to internal recipients (i.e. addresses ending in "@un.org") and the manual forwarding of individual messages will continue to be supported.

3. Recent analysis has revealed that the automatic forwarding of e-mail messages has been the cause of several incidents. Specifically, a large number of users have configured their United Nations e-mail accounts to forward all messages to external e-mail accounts, resulting in the repeated rejection of legitimate e-mail by external service providers because of the large volume of messages received.

4. In order to restore the technical integrity and performance of the e-mail system, the limitation of automated e-mail forwarding is being implemented in accordance with paragraph 6.1 (b) of Secretary-General's bulletin ST/SGB/2004/15.

5. In addition, the automatic and indiscriminate forwarding of e-mail messages to external recipients, including to the personal e-mail accounts of staff members, is inconsistent with the Organization's objective to retain all rights with regard to information and communications technology resources and data. All authorized users are provided with alternative mechanisms (e.g. webmail, IBM Notes Traveler, Unite Connections) to access the Organization's e-mail system at any time and from any location, without the need for automatic forwarding. Further details about the Office of Information and Communications Technology's e-mail service are available online at http://iseek.un.org/webpgdept2149_2.asp.

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* The present circular will be in effect until further notice.

** For a definition of authorized users of information and communications technology resources, see ST/SGB/2004/15.

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